

MONTHLY REPORT

December 2013



Left to Right: Harris County Constable Precinct 4 (HCCP4) Deputy Raven Jullian, HCCP4 Deputy Mike Ruby, Neighborhood Services Program Specialist Peggy Krysiak, CsPVA Vice-president Nancy Becker, HCCP4 Sgt. Jason Cearley, CsPVA Nancy Decker-Lent and HCCP4 Deputy Bryan Frasier, visited with residents at the CsPVA Chili Cook-off and Winter Festival.



The Woodlands Township Monthly Report summarizes the monthly activities and accomplishments of The Woodlands Township staff departments. Numerical and statistical information regarding the monthly financials, as well as the law enforcement and community policing information are addressed in separate reports.

PRESIDENT/GENERAL MANAGER

- Developed and conducted Township Board of Directors Monthly Regular Board meetings.
- Held monthly meeting with Leadership Team to provide update on recent Board action.
- Led Executive Management Team and Leadership Team in regular meetings to discuss issues and ideas to serve residents of The Woodlands.
- Monitored all financial aspects of The Woodlands Township.
- Processed numerous online requests from constituents.
- Handled individual requests from Township Directors.
- Represented The Woodlands Township at village association meetings and various public events.
- Met with local law enforcement leaders as part of ongoing communication.
- Conducted regular meetings of the Ad Hoc Transportation Committee and the Ad Hoc Economic Development Committee.
- Continued participation in UZA Transit Advisory Committee, WTT Plan Project Committee and South Montgomery County Mobility Study Project Committee and provided updates on their progress.
- Continued updates from regional, county and municipal entities to discuss transportation and mobility issues.
- Continued communication coordination with SJRA regarding the Groundwater Reduction Project construction.
- Posted 15 meetings with the Montgomery and Harris County court houses.
- Continued preparation for the January 2014 Town Hall Meeting and Volunteer Recognition.

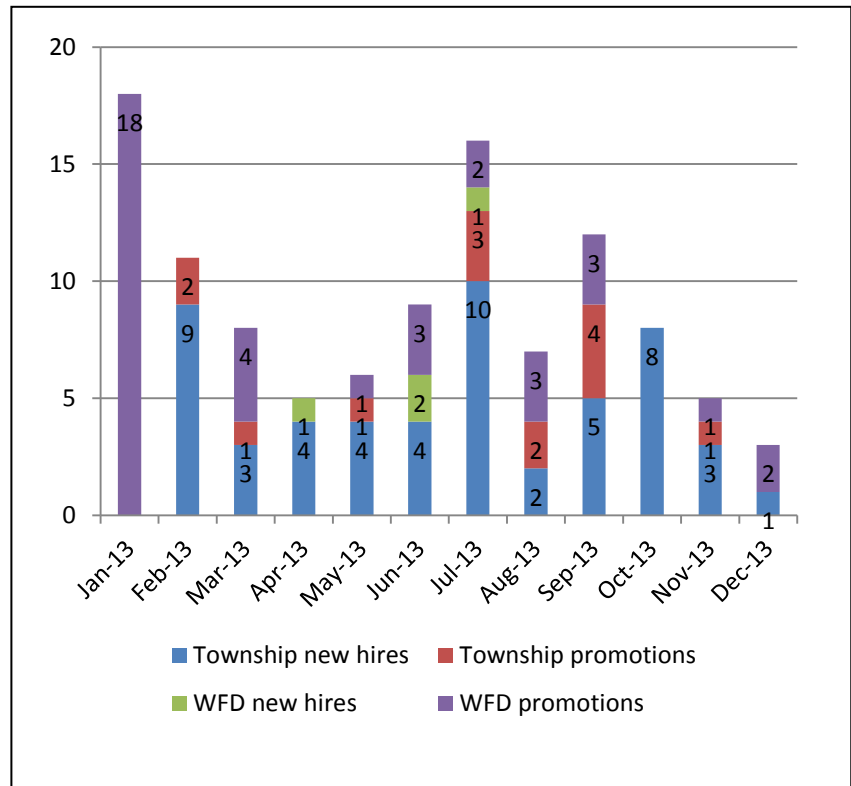
INTERGOVERNMENTAL RELATIONS & TRANSPORTATION SERVICES

- Followed/reported issues/actions relevant to The Woodlands Township in the Commissioner's Courts of Montgomery and Harris Counties.
- Followed TexCom injection well project in the State District Court proceeding. No court activity during period.
- Followed up on FEMA floodplain map reissuance with Montgomery County. Projected new maps in early 2014.
- Continued work on government grant funding for transit services offered by The Woodlands Township in the Conroe/The Woodlands Urbanized Area. Worked with the Houston-Galveston Area Council (H-GAC) on issues concerning the Township as transit provider. Attended H-GAC Transportation Advisory Committee and H-GAC Transportation Policy Committee meetings during month.
- Worked with CenterPoint Energy regarding power outages and resident related issues in Village of Creekside Park.
- Served as staff for Township Ad Hoc Transportation Committee. Supported monthly meeting and Director requests. Working with H-GAC on the Woodlands Township Transit Plan.
- Served on North Houston Association (NHA) Transportation Committee and Greater Woodlands Area Chamber of Commerce Mobility Team. Attended meetings of the committees relative to transportation/mobility issues and planning.
- Served as member of the Greater Houston Partnership Local Relations, State Relations and Federal Relations Committees.

HUMAN RESOURCES

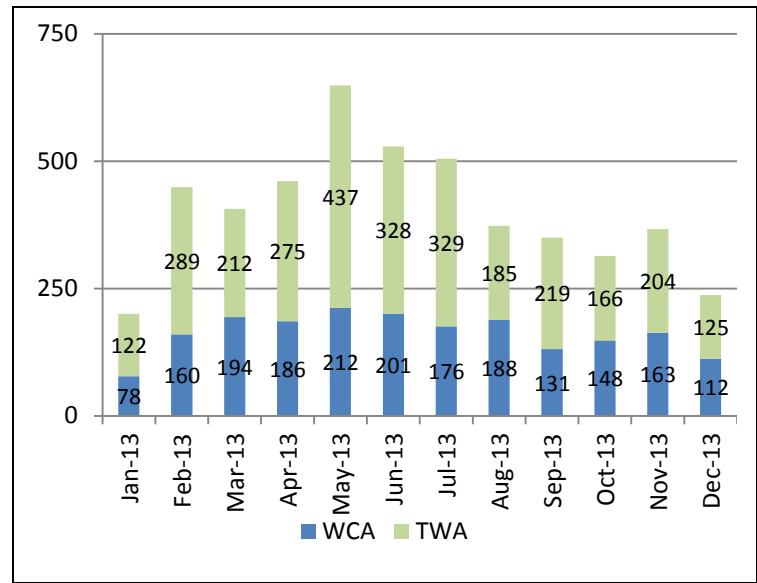
- Justin Hill was promoted to Firefighter 4, effective December 8, 2013.
- Alberto Ferrer was rehired as Town Center Ranger, effective December 14, 2013
- Chris Loebach was hired as Town Center Ranger, effective December 17, 2013
- Joshua Tompkins was promoted to Firefighter 3, effective December 22, 2013
- Human Resources is currently recruiting and approving employment for:

- Systems/Radio Analyst, identified candidate with an early January start date
- Transit Planner, identified candidate with a January start date
- Executive Secretary, identified internal candidate with an early January start date
- Senior Accountant, 2 positions, reviewing applications
- Business Development Specialist, scheduling interviews
- Cadet Firefighters, 3 positions, identified candidates with a late January start date
- Parks Supervisor, Natural Resources, identified candidate with a late January start date
- Aquatics Superintendent, identified candidate with a late January start date
- Administrative Assistant II, reviewing applications
- Special Events Specialist, conducting interviews
- Irrigation Foreman, reviewing applications
- Town Center Ranger (Night Shift), identified candidate and pending references
- Town Center Ranger (Night Shift), reviewing applications
- Property Compliance Specialist, reviewing applications
- Recreation Specialist, conducting interviews
- Park Ranger, reviewing applications
- Seasonal positions, interviewing candidates



- Completed Trakstar employee and manager training, December 10 and 12, 2013
- Completed Supervisory Training, 5th session, December 17, 2013

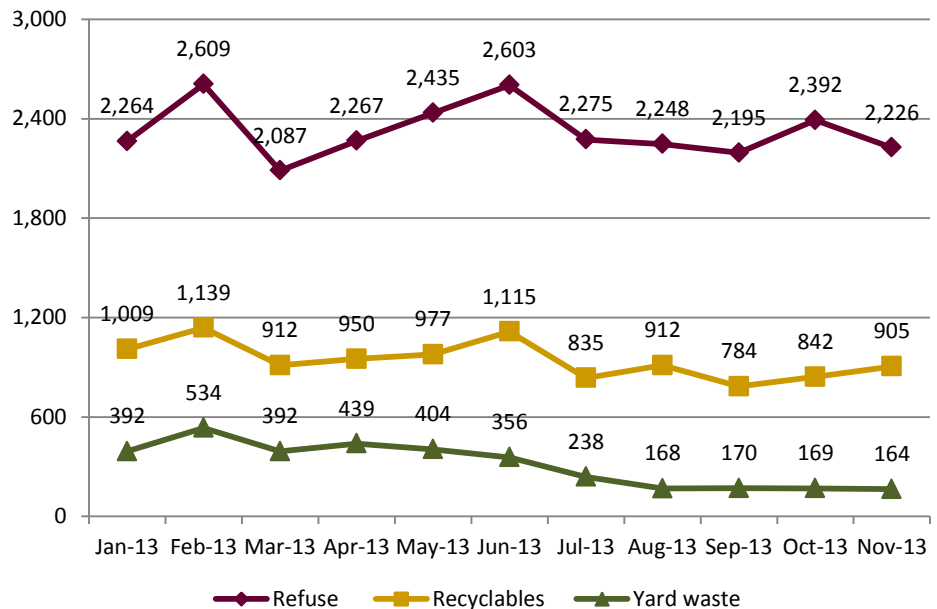
- Received 185 walk-in customers.
- Received 28 complaints.
- Received 112 applications from properties with WCA Covenants (Cochran's Crossing - 43, Grogan's Mill - 27, Indian Springs - 2, Panther Creek - 34 and Commercial - 6); 36 requests for variances were reviewed.
- Received 125 applications from properties with TWA Covenants (Alden Bridge - 48, College Park - 11, Creekside Park - 24, Indian Springs - 20 and Sterling Ridge - 22); 21 requests for variances were reviewed.



- Disapproved 30 improvement applications: 8 with WCA Covenants and 22 with TWA Covenants.
- Received 29 applications for new construction: eight in WCA areas and 21 in TWA areas.
- Processed 190 staff approved applications: 84 with WCA Covenants, 100 TWA Covenants and six commercial.
- Granted 61 variances: 36 with WCA Covenants, 21 with TWA Covenants and four Commercial.
- Filed 19 liens; 1 lien was paid.
- Created 88 inspection packets.
- Had 237 properties under legal review: 225 with WCA Covenants and 12 with TWA Covenants.
- Filed three lawsuits.
- Managed 34,968 property files.
- Collected \$21,951 in compliance deposits.
- Staff conducted 10 meetings; Residential Design Review Committee members volunteered almost 40 hours.
- *Community Revitalization Program:*
 - Completed 1 United Way / Interfaith project
 - Received 2 requests for assistance



- In December 2013, 68 percent of households in The Woodlands participated in curbside recycling; curbside yard waste participation was 17 percent of households.
- Handled 750 calls, e-mail (*not all e-mail*), online and walk-in requests: 75 percent solid waste and recycling, 4 percent mosquitoes, 15 percent programs/events, one percent other environmental concerns (*pollution, water resource protection, etc.*), two percent landscaping solutions



- (*composting, lawn care, water-wise*), two percent Adopt-a-Path and less than one percent wildlife.
- Submitted five articles with photos for February magazine: Bald Eagles, Gardening 101 Lawn Care, Spring Garden Events, Native Plant - Strawberry bush and GreenUP Volunteers in action.
- Mosquito Program:
 - Completed final report and submitted to upper management.
- Adopt-A-Path:
 - Eleven active groups reporting.
- Recycling, Household Waste and Solid Waste:
 - Set up corrugated plastic sign recycling.
 - Presentation to HGAC workshop on recycling partnerships.
- Woodlands Landscaping Solutions
 - Held Compost Class – 20 attendees
 - Contracted with Jack Golden for water conservation school assemblies in May
- Earth Day Every Day
 - Sent requests for sponsorship to past sponsors and one new potential sponsor.
 - Received confirmation for sponsorship from *The Woodlands Development Company* and *Woodlands Joint Powers Agency*.

COMMUNITY RELATIONS

- Wrote, edited, and/or prepared 22 articles for publication in the January 2014 issue of *The Woodlands Community Magazine*; accepted, photographed or submitted 57 photos and artwork for consideration in the January 2014 magazine.
- Finalized the 32-page January 2014 magazine for publication and mailed to residents of The Woodlands.
- Wrote and submitted 23 press releases.

➤ *Posted December 2, 2013*

- The Woodlands Development Standards Committee to hold meetings
- Township to hold Ad Hoc Transportation Committee meeting
- The Woodlands Residential Design Review Committees to hold meetings

➤ *Posted December 3, 2013*

- Notice of Transit Advisory Committee Meeting

➤ *Posted December 6, 2013*

- Township to hold Ad Hoc Transportation Committee Meeting
- Township to hold Board of Directors and special Economic Development Zone meetings

➤ *Posted December 9, 2013*

- Residents of The Woodlands can save \$3 off ice rink admission
- The Woodlands Residential Design Review Committees to hold meetings

➤ *Posted December 12, 2013*

- The Woodlands Fire Department earns prestigious ISO 1 rating
- Filing for February elections begins Thursday, December 26, 2013

➤ *Posted December 13, 2013*

- The Woodlands Township holds Board meeting, celebrates numerous accomplishments
- The Woodlands Development Standards Committee to hold meeting

➤ *Posted December 16, 2013*

- Prescribed burning to take place at W.G. Jones State Forest

➤ *Posted December 20, 2013*

- The Woodlands Township wins coveted Soccer Field of the Year award
- Water Line Construction Delay on Research Forest Drive

➤ *Posted December 23, 2013*

- Fireworks prohibited in The Woodlands
- The Woodlands Development Standards Committee reschedules January meeting

➤ *Posted December 30, 2013*



Road/Lane Closures

- The Woodlands Residential Design Review Committees to hold meetings
- Processed one print media request from Community Impact regarding field play at Alden Bridge Sports Park.
- Seven ads ran in local newspapers/magazines; designed five ads.
 - Flea Market – Consumer (Villager – October 3, 2013)
 - Tennis Academy - Serve it, smash it, love it (Chronicle Ultimate – October 24, 2013)
 - Tennis Academy - Serve it, smash it, love it (Villager – October 24, 2013)
 - Veterans Day - Call for Veterans (Villager – October 24, 2013)
 - Riva Row Boathouse - Fall Kayaking (Villager – October 24, 2013)
 - Veterans Day Tribute (Ultimate – October 31, 2013)
 - 3R Bazaar (Ultimate – October 31, 2013)
- The Woodlands Township Web site received:
 - 31,102 total unique Web site visitors
 - 1,573,648 Web site hits
 - 46,544 Web site visits
 - 244 e-mails through the online Contact Us form
 - 1,704 Web site updates
- Compiled departmental information for and began work on company-wide September 2013 monthly report.
- Worked on 51 communication projects, including Veterans Day Tribute flier, 10 For Texas parking pass, Over and Under Tennis Tournament brochure, Ice Rink dashboard decals, and Riva Row rack cards.

CONVENTION & VISITORS BUREAU

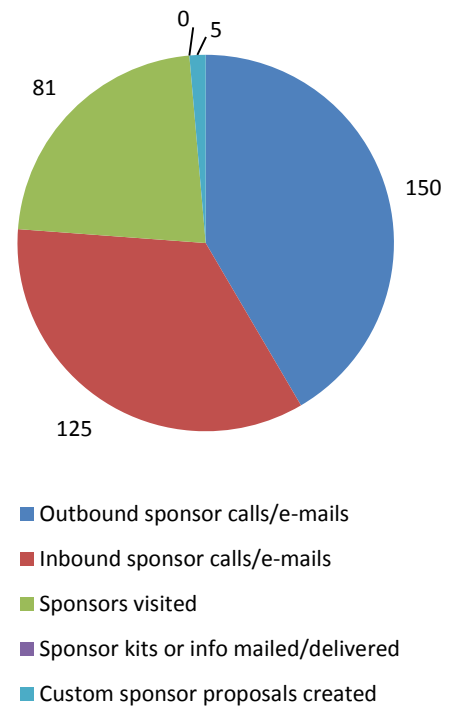


- Answered 203 inquiries/calls on general information about The Woodlands
- Responded to 8 media inquiries and had 121 articles published about The Woodlands
- \$51,759 Public Relations Value unpaid advertising
- Distributed 4,824 copies of The Woodlands Visitor Guide & Map (English and Spanish)
- Distributed 2,143 copies of The Woodlands Discovery Guide & Savings Book – Fall/Winter 2013-2014
- Press releases were distributed by the CVB and Kaplan Public Relations:

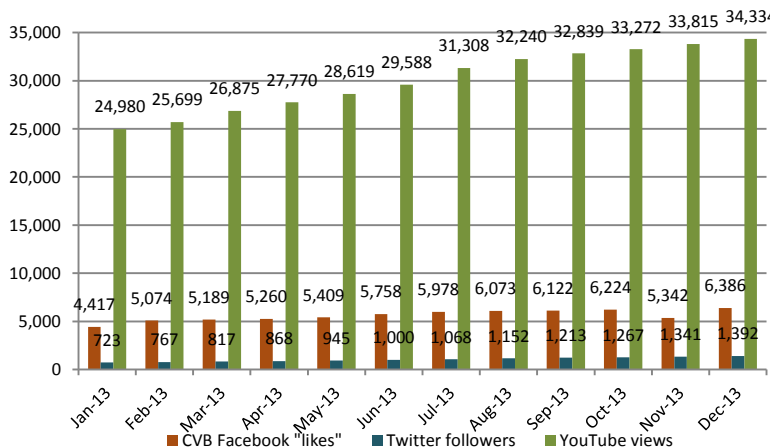
- CenterPoint Energy Sponsors World of Holiday Trees at Annual iWOW Festival
- Carolers to Perform at Donoho's Jewellers Winter Wonderland on Dec. 13, 20, and 22
- Discount Offers at The Woodlands Ice Rink
- The Woodlands Ice Rink Announces Holiday Hours
- The Woodlands CVB Announces 2014 Events and Sponsorship Opportunities

- Distributed four e-blasts to over 27,000 subscribers (averaging 6,000 open rate)
 - Holiday Carolers & Santa This December at Waterway Square
 - Host Your Holiday Party at The Woodlands Ice Rink!
 - Skate Daily at The Ice Rink through January 20, 2014!
 - Happy Holidays from The Woodlands CVB!
- TWCVB Web site (www.VisitTheWoodlands.com) stats:
 - 25,789 total unique visits

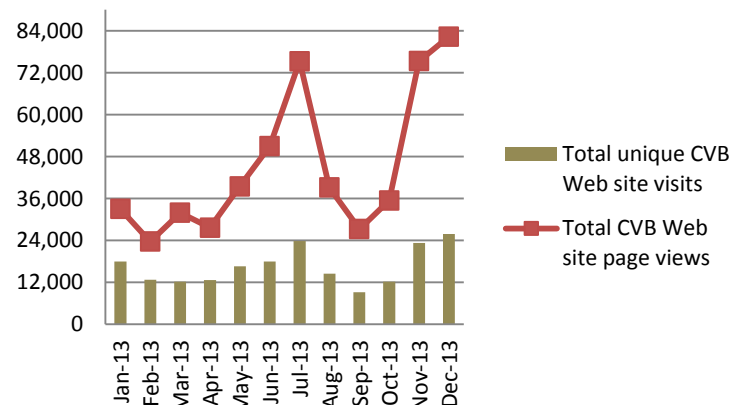
CVB SPONSORSHIPS



CVB SOCIAL MEDIA



CVB WEB SITE



CONVENTION & VISITORS BUREAU

- Social Media Stats as of December 31, 2013:
 - Facebook (www.Facebook.com/VisitTheWoodlands) – 6,386 “likes”
 - Twitter (www.Twitter.com/TheWoodlandsCVB) – 1,392 “followers”
 - YouTube (www.YouTube.com/TheWoodlandsCVB) – 34,334 “views”
- Produced the “Caroling on the Square” Series at Waterway Square on Dec. 7, 14 & 21. The events drew over 300 attendees in total.
- The Woodlands Ice Rink Preview Weekend Held November 16 & 17, 2013; and opened daily on November 23, 2013 and will remain open through January 20, 2014.
 - 25,972 skaters from December 1-29, 2013
- Donoho’s Jewellers Winter Wonderland opened November 23, 2013 and will remain open daily through January 20, 2014.
- Group Sales:
 - 4 Meeting inquiries
 - 50 Meeting Planner Guides Distributed
- Business Development:
 - 150 outbound sponsor calls and emails
 - 125 inbound sponsor calls and emails
 - 81 total sponsor visits
 - 0 sponsor information mailed/delivered
 - 5 custom sponsor proposals created
- Visitor Services (January - December 2013):
 - 133,996 visitors
 - 883 different zip codes
 - 100 countries
 - 50 states



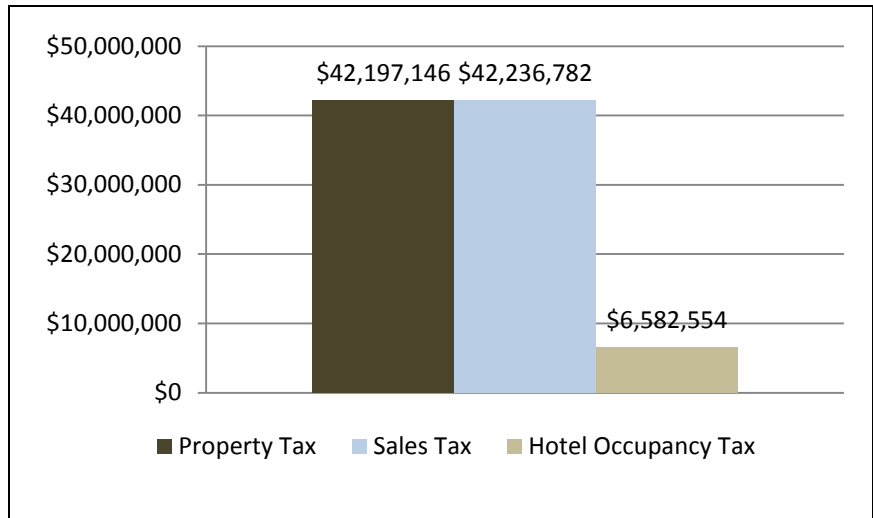
CLICK FOR MEDIA
SUMMARY

CLICK FOR EVENT
SUMMARY



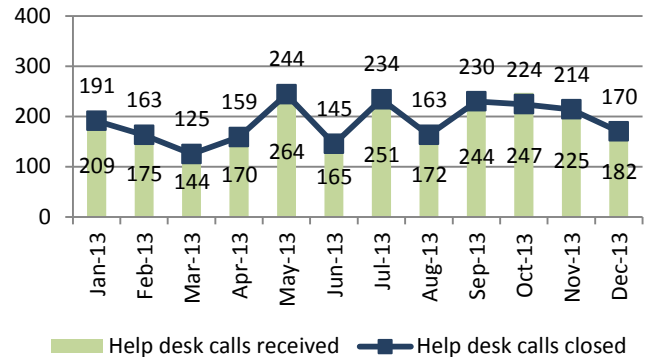
Please note: Financial information for the month is addressed in a separate report.

- 2013 Property tax collections through October 1, 2013 – December 31, 2013: \$21,893,313 or 51.31 percent of the total tax levy.
- 2012 Property tax collections through September 30, 2013: \$42,197,146 or 100.11 percent of the total tax levy.
- Sales tax collections through January 1, 2013 - December 31, 2013: \$42,236,782 or 114.8 percent of the 2013 budget.
- Hotel tax collections through January 1, - December 31, 2013: \$6,582,554 or 104.7 percent of the 2013 budget.
- Coordinated month end close process and prepared preliminary November 2013 financial statements.
- In preparation for future transportation projects, members of staff attended the December Ad-Hoc meeting for transportation as well as bi-weekly transportation conference calls.
- Finance staff and The Goodman Corporation worked together in determining the proper allocation of approximately \$6 million in Federal Transit Administration grant funds.
- Prepared statement of revenues and expenditures for the Convention & Visitors Bureau's Waterway Cruisers program.
- Performed cash management and debt management responsibilities as required.
- Prepared and distributed via SharePoint November monthly financials to departments for their review.
- Recorded 51 journal vouchers and 23 cash receipt transactions.
- Accounts Payable processed a total of 827 checks and entered 2,989 invoices during the month for The Woodlands Township, The Woodlands Fire Department and the Convention and Visitors Bureau.
- Purchasing reviewed 38 requisitions and created associated purchase orders, along with review and assisted with backup materials and bid summaries.
- Purchasing prepared the Trolley Services Report for H-GAC related to the Voluntary Mobile Emission Reduction Program.
- Purchasing continued working on an extensive project to analyze and organize the Accounts Payable Master Vendor file.
- Purchasing began the year-end process of closing out the remaining 2013 purchase orders.
- The Purchasing Department met with OfficeMax to finalized the standardized office chair selections.
- Purchasing reviewed and prepared November Comerica expense worksheets and distributed them to cardholder employees and their supervisors for review and approval.
- For two bi-weekly pay periods in December, payroll processed 780 payroll checks for The Woodlands Township and The Woodlands Fire Department.



HELP DESK

- 182 Help Desk requests opened.
- 170 Help Desk requests resolved.
- 3 Refresh computers deployed.
- 8 All-In-One printers deployed to Fire Stations.
- 2 MDT Tech Refresh.
- Purchased HelpDesk application.



SYSTEMS

- Systems Administrator On-Boarding

DATABASES

- Created detailed monthly reports going back 12 months on Service Request Ageing/Completion
- Rewrote Govern Interface for Montgomery County Indexes.

GIS

- Processed and integrated MC-911 street centerline quarterly update with our GIS street centerline layer and reconfigured geocode service.
- Assisted WFD and PARDES personnel in collecting and processing GPS data of mark posts within George Mitchell Nature Preserve and surrounding areas.
- Enhanced and updated our GIS neighborhood and parcel layers attributes with information from Govern – Section Number and Zip Code fields.
- Produced updated village and section maps for CAD of Cochran's Crossing, Sterling Ridge, and Creekside Park.
- Processed and projected coordinate system and units, NAD 27 State Plane Texas South Central US Feet to TWT control monument CAD file data and added to GIS.
- Updates GIS parcel layer from metes and bounds documentation for parcel split as provided by Records Dept.

NETWORK AND COMMUNICATIONS

- Corrected slow wireless performance using apple devices
- Attended monthly supervisory training program
- Modified firewall for new helpdesk software
- Modified phone paging to work correctly at the Emergency Training Center

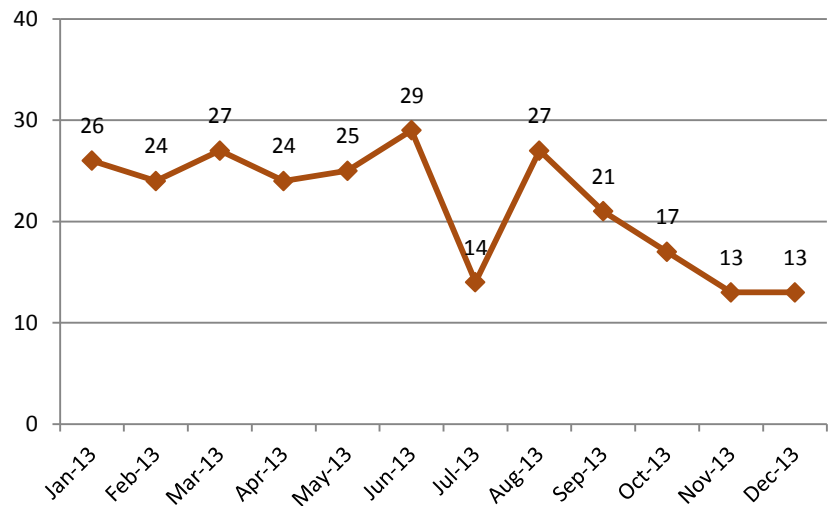
RADIO AND FIRST RESPONDER SYSTEMS

- Updated / re-program EDACS mobiles.
- Moved all WFD stations to new short 2-tones.
- Connected Motorola mobiles to headset systems.

RECORDS / PROPERTY DATA



- Processed, completed, and responded to 13 public information requests in November.
- Reported on outstanding fees due to The Woodlands Township for delinquent assessment fees and Covenant Administration Violation fees. Reported on 434 requests (quotes) to various outside parties such as mortgage companies, tax servicing companies and title companies.
- Responded to five Online Website Service Requests regarding properties in The Woodlands Township.
- Generated one Estoppel letters for commercial transactions in December.
- Central Records prepared 46 new file folders, entered into Records Management Software System and filed away in Central Records File Room.
- Have made significant progress in the total physical review of the central file room, reviewing each individual file, updating the data on the Records Management Software System, verifying retention coding, etc. This is a several month project, and very labor intensive.
- Have begun compilation of the June 2013 Records Disposition report to submit for approval.
- The Board approved in November 2013 the go-ahead to purchase LaserFiche for our Enterprise Content Management software to migrate from our existing Records Management system.
- 32 contracts and agreements were processed and entered during December. Each department contact has been notified of where their information is being stored, and regularly receives necessary contract renewals and follow-up information.
- Performing monthly review of automatically renewable contracts and subsequent department contacts notification.
- Received and processed 298 transfers of ownership and \$29,850 collected by the title companies and sent to us for ownership transfer fees. 226 transfers of ownership were updated from the review of the County Clerks records in December.
- Continued electronic audit of legal descriptions, eliminating abbreviations, and clarifying property descriptions.
- Added 4 new properties to The Woodlands Property Database of properties newly annexed to the association covenants or new to The Woodlands Township as a new parcel.
- Worked with Covenant Administration to update the mailing addresses on 4 accounts on Govern property database. The Online Service Request is now accepting Change of Address requests to update property owner mailing addresses.
- Working with IT to identify parcels that currently are not identified on MCAD, HCAD, or our own GIS. Gregg Greer produced map of the unidentified for further research. Long term project.
- Working with IT and several other departments on the Master Data Management project to identify Master Data.
- Working along with the Parks and Pathway staff regarding identification of 6 various park, pathways, greenbelts identification and ownership verification. Sent to GIS department information regarding these parcels to update Accela.
- Ongoing administration of 16 TWA 2009 lawsuits and 22 WCA 2009 lawsuits.
- Balance due reminder letters were mailed out on 95 properties with outstanding dues.



- Covenant Administration added maintenance fees to 16 property accounts which Records Department is following using the Accounts Receivable system to process, track and collect payment.
- One Affidavit was recorded releasing a now satisfied affidavit and notice of lien.
- Collected \$2,950 in Covenant Administration fees recovery in December. There are a total of 299 Covenant Administration violation fees are tracked for collection on the Accounts Receivable System by the Record Department.
- Attended the TSLAC webinar Using Microfilm for Preserving Electronic Records on December 11th, 2013, exploring the pros and cons of using Microfilm as the media for preserving records.

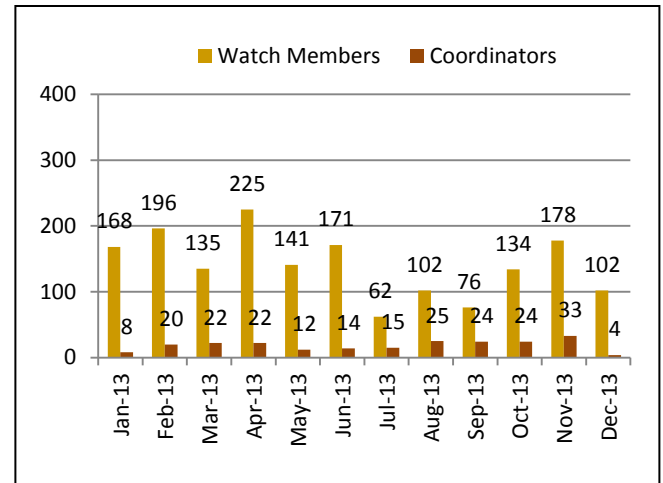
LAW ENFORCEMENT SERVICES



The Woodlands Township contracts with a number of agencies for law enforcement and security services. Law enforcement services in Montgomery County are provided through a contract with the Montgomery County Sheriff's Office (MCSO) and in Harris County through independent contracts with Harris County Precinct #4 Constables. Non-law enforcement mounted patrols are provided in the Town Center through an agreement with Alpha & Omega Mounted Patrol (A&O). The following is a summary comparison of calls from MCSO and from Harris County Constables. Complete Law Enforcement and Community Policing statistical information are addressed in a separate report online at <http://www.thewoodlandstownship-tx.gov/index.aspx?nid=74>.

NEIGHBORHOOD SERVICES

- Recruited 4 new neighborhood, area or village coordinators for The Woodlands Watch program; total number of coordinators is 1,605.
- Recruited 102 new Woodlands Watch members; total number of members is 23,988.
- Held two Business Watch Meetings with 106 attendees in all.
- Made numerous contacts at a variety of outreach meetings/events: TWCERT Committee Meeting (5), the Human Rights walk (200), the CsPVA Chili Cook-off (800) and three Village Association Meetings (45).
- Coordinated one PSSA meeting with nine attendees in all; three Campus Watch meetings with eleven attendees in all.
- Coordinated two Senior Watch Meetings, including Watch Meeting – Tangle Brush Villa Apts. (13) and Watch Meeting – Harvestwood Apts. (13).
- Coordinated two Apartment Watch meeting with 26 participants in all.
- 12,811 people are signed up for WoodlandsAlert.
 - Sent one community information messages:
 - Keep Recycling Working Over the Holidays



PSSA students at WFD Central Station learn about a hydraulic rescue tool and other special equipment that the fire fighters use.



MCSO CPU D6 Deputy Jason Hopper spoke to seniors about Personal Safety and Holiday Shopping Tangle Brush Villa Apartments.



MCSO CPU D6 Deputy Brad Curtis and Deputy Jason Hopper discussed Holiday Safety with The Woodlands Township's Parks and Recreation employees at a Business Watch Meeting.

THE WOODLANDS FIRE DEPARTMENT



FIRE

Fire, Other.....	2
Building fire.....	6
Fires in structure other than in a building	2
Cooking fire, confined to container.....	3
Fire in mobile home used as fixed residence	1
Mobile property (vehicle) fire, Other	1
Passenger vehicle fire.....	2
Road freight or transport vehicle fire.....	1
Outside rubbish, trash or waste fire.....	1
Dumpster or other outside trash receptacle fire	1
<i>Fire Subtotal</i>	<i>20</i>

OVERPRESSURE RUPTURE, EXPLOSION, OVERHEAT (NO FIRE)

Excessive heat, scorch burns with no ignition.....	1
<i>(No Fire) Subtotal</i>	<i>1</i>

RESCUE & EMS INCIDENT

Rescue, EMS incident, other.....	5
Medical assist, assist EMS crew	242
Emergency medical service, other.....	5
EMS call, excluding vehicle accident with injury.....	177
Motor vehicle accident with injuries.....	12
Motor vehicle/pedestrian accident (MV Ped)	4
Motor Vehicle Accident with no injuries.....	39
Lock-in (if lock out , use 511)	3
Extrication of victim(s) from vehicle	1
<i>Rescue & EMS Subtotal</i>	<i>488</i>

HAZARDOUS CONDITION (NO FIRE)

Hazardous condition, Other	1
Gas leak (natural gas or LPG).....	5
Chemical spill or leak.....	1
Electrical wiring/equipment problem, Other.....	2
Arcing, shorted electrical equipment	1
Accident, potential accident, Other	1
<i>Hazardous Condition Subtotal</i>	<i>11</i>

SERVICE CALL

Service Call, other.....	8
Person in distress, Other.....	1
Lock-out	1
Water or steam leak.....	1
Smoke or odor removal.....	4
Animal rescue	1
Public service assistance, Other.....	1
Assist police or other governmental agency	3
Police matter	2
Assist invalid.....	1
Unauthorized burning.....	3
<i>Service Subtotal</i>	<i>26</i>

GOOD INTENT CALL

Good intent call, Other.....	12
Dispatched & cancelled en route	135
No Incident found on arrival at dispatch address	6
Smoke scare, odor of smoke.....	9
Steam, vapor, fog or dust thought to be smoke.....	1
HazMat release investigation w/no HazMat.....	4
<i>Good Intent Subtotal</i>	<i>167</i>

FALSE ALARM & FALSE CALL

False alarm or false call, Other	19
Municipal alarm system, malicious false alarm.....	1
System malfunction, Other.....	6
Sprinkler activation due to malfunction.....	1
Extinguishing system activation due to malfunction	1
Smoke detector activation due to malfunction	6
Heat detector activation due to malfunction	1
Alarm system sounded due to malfunction	10
CO detector activation due to malfunction.....	3
Unintentional transmission of alarm, Other.....	4
Smoke detector activation, no fire - unintentional	21
Detector activation, no fire - unintentional.....	3
Alarm system activation, no fire - unintentional.....	15
Carbon Monoxide detector activation, no CO.....	1
<i>False Alarm and False Call Subtotal</i>	<i>92</i>

TOTAL INCIDENT COUNT805

THE WOODLANDS FIRE DEPARTMENT

PUBLIC RELATIONS EVENTS

Station tours	21
Attended on site public relations event	23
Miscellaneous citizen contacts	114
Commercial on site walk thru (emergency preparedness pre planning)	10

MAINTENANCE

Apparatus repairs and maintenance	7
Facility repairs and maintenance	5

DISPATCH

County-wide

Non-emergency administrative calls	1,921
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Woodlands Fire Department

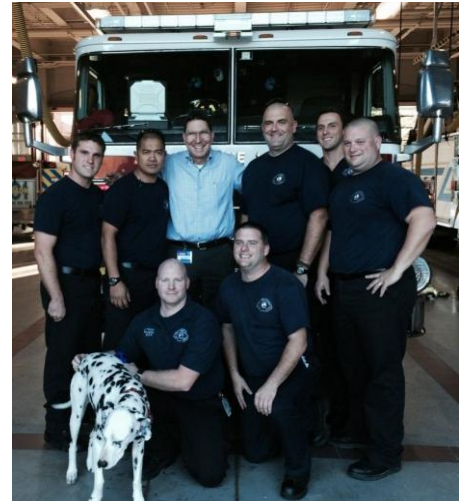
911 emergency calls dispatched	426
Mutual aid given	10
Mutual aid received	6

TRAINING

Emergency Training Center events	8
Woodlands Fire Department training classes at Emergency Training Center	3
Texas Department of State Health Services (TDSHS) applications processed	5
Texas Commission on Fire Protection (TCFP) applications processed	12
Total departmental training hours recorded	1,236

CODE ENFORCEMENT

Fire Code Inspections performed	20
Life Safety Code Inspections performed	7



Scott McClelland, President of H-E-B Houston, visits Central Station.



Central Station serves as the collection and distribution for Interfaith of The Woodlands' toy drive for Christmas.



Firefighters have Relay's picture taken at John Cooper School's SantaPaws, a fundraiser for Students Preventing Animal Mistreatment.